MIAMI-DADE COUNTY PUBLIC SCHOOLS
JOB DESCRIPTION

CLASS TITLE: Network Infrastructure Support Technician (NIST)   JOB CODE: 6328
                                                                                                                     Temp: 6063

DEPARTMENT: Information Technology Services (ITS) SCHEDULE: HO, H1   DATE: 04/22/11
                             Department of Infrastructure and
                             Systems Support (ISS)

BASIC OBJECTIVES

The Network Infrastructure Support Technician (NIST) is responsible for the installation, configuration, and maintenance of site-based network equipment and software, including, but not limited to network wiring, wireless, workstations, servers and peripherals. The NIST works independently under the direction of the Sr. Project Manager or designee using technical knowledge and experience to accomplish assigned task(s).

JOB TASKS/RESPONSIBILITIES

1. Maintains the integrity of the M-DCPS Network by installing, troubleshooting and repairing school-based network equipment, including, but not limited to network wiring and wireless communications equipment. 2.   Ensures adherence to M-DCPS Network Security Standards (NSS), Acceptable Use Policies and other district standards and/ or policies. 3. Installs, configures and supports the hardware and software required to effectively administer Computer Based Testing (CBT). 4. Installs, configures and supports instructional and administrative computers, servers, software and peripherals. 5. Supports advanced wiring and backbone troubleshooting using network testing equipment, software and protocol analyzer. 6. Installs, configures, and manages site-based Microsoft Windows Domain Controllers and member servers. 7. Installs, configures, and manages miscellaneous server operating systems. 8. Installs, configures and manages Server Network Operating Systems Antivirus software. 9. Installs, configures, and manages site-based Microsoft Exchange e-mail servers, including Group Shield Antivirus Software.   10. Installs, configures, and manages site-based Microsoft web servers. 11. Manages the technology at multiple sites using Heat work order control ticket queues, and provides documentation as to problem, cause and resolution. 12. Installs, configures, and manages server based services, such as Domain Name Service (DNS), Windows Internet Name Service (WINS), and Dynamic Host Configuration Protocol (DHCP). 13. Assists in determining best-method upgrade paths and network integrations. 14.   Recommends site-based networking equipment, including servers and wireless and hard wired components. 15. Performs tasks and other related duties. 16. Operates M-DCPS vehicles or personal vehicles to district locations specified by work orders or as otherwise directed. 17. Demonstrates high level of customer satisfaction skills in delivery of service.

PHYSICAL REQUIREMENTS

This is medium work which requires the following physical activities: climbing, bending, stooping, kneeling, crouching, crawling, twisting, reaching, sitting, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, hearing and visual acuity. Worker must be able to operate a motor vehicle to travel between multiple work sites.

MINIMUM QUALIFICATION REQUIREMENTS

1. Written evidence of graduation from high school or equivalent. 2. Associates Degree, or two (2) years technical school training, or a combination of two (2) years college coursework, technical school training and/or work experience with specialization in data communications, computer science, management information systems, or information technology; OR At least one (1) year successful performance as a M-DCPS Microsystems Technician, Computer Specialist or Computer Technician. AND Minimum two (2) years experience in the area of networking infrastructure technologies, internetworking systems, or LAN/WAN management, or related field. 3. Working knowledge of networking principles, including various LAN topologies, physical and logical interconnection of network equipment. 4. Working knowledge of various network operating systems and other relevant technologies in use at M-DCPS. 5. Effective oral and written communication skills. 6. Requires a valid Florida Driver's License.

Prior revision date(s): 9/4/07